



## Quotation Specialist

The Quotation Specialist prepares accurate quotes for pricing and builds estimates for projects by gathering information from potential customers and analyzing material and job costing. This person must possess strong numerical skills and has an analytical mindset. The Quotation Specialist is responsible for providing effective customer service for all internal and external customers by utilizing excellent, in-depth knowledge of company services as well as team members. The Quotation Specialist will report to the Operations Manager. To be seriously considered for this role, you must possess the following:

- **Experience:** Functional competence and a basic understanding of a production environment leaning towards electronics, past quoting experience is beneficial, but not necessary
- **Education:** AS or BS in Computer Science, Business, Technology or equivalent related experience
- **Skills:** Intermediate knowledge of Microsoft Office especially Excel and Word
- **Characteristics:** Self-motivated highly-organized and detail-oriented individual who must feel comfortable working in a dynamic environment where priorities are continually changing. Able to follow verbal and written instructions with minimal supervision within specified time frames. Able to identify problems and offer alternative solutions and/or courses of action based on available resources. Ability to communicate effectively with internal partners and external customers through multiple means such as email and telephone. Ability to multitask to meet deadlines.

### About the Role:

- Consistently demonstrates superior customer service by combining system knowledge, sales, product and problem-solving skills to exceed customer expectations.
- Accurately interprets Customer Statements of Work to ensure customer needs are captured in our proposals.
- Builds quotes from list of project materials, obtain pricing from our suppliers, understand the dynamics of MOQ, compile pricing and lead time for projects in our quote template, ensuring accuracy of information contained in our quote at a level that keeps our products competitive and maximizes profit.
- Works together with multiple departments (i.e., procurement, production, inventory) as needed to ensure accurate quotes and lead times.
- Follows up on quotations and modifies quotes as necessary.
- Utilize MRP systems (M1) to pull pricing, manage customer and supplier information.
- Able to logically plan out first steps (e.g. triage documents to see what it is and how to organize the effort and what is missing (boards, mechanicals and custom parts)).



- Enter all submitted quotations into marketing and sales platform (Hubspot), and report sales data to management as required.
- Monitor company order inbox and enter new sales orders for customer orders as they are submitted. Validate price and lead time with our quotes before acknowledging orders with customers.
- Keep current our NDA database, notify management before the expiration of customer and supplier NDA's, and follow up with customers and suppliers to renew NDA's as assigned.
- Build and strengthen relations with suppliers.
- Other duties as assigned.

### **Equal Opportunity Employer**

Applicants **MUST** be US Citizens or **CURRENT** Green Card holders due to our military contracts. We **cannot** sponsor visas.

### **About Ball Systems**

Ball Systems is a full-service test, automation, and custom engineering company offering a wide variety of solutions and services to a broad range of industries. We are committed to solving our customer's toughest technical and manufacturing challenges while simplifying the lives of the engineers we serve. We are headquartered in Westfield, IN on the north side of Indianapolis.

Ball Systems offers a positive, fun working environment for its employees. We strive to provide a relaxed atmosphere that promotes communication and cooperation between Ball Systems team members, offering professional and personal growth. Salary is commensurate with experience level. Ball Systems offers a comprehensive benefits package that includes: Health, Dental, and Vision insurance plans (Ball Systems pays a large portion of the employee's health care premium cost), Life insurance, 401(K) Savings Plan with matching, a defined profit-sharing program, paid vacation/holidays/sick time, flexible work schedule, excellent work environment, and strong growth potential.



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